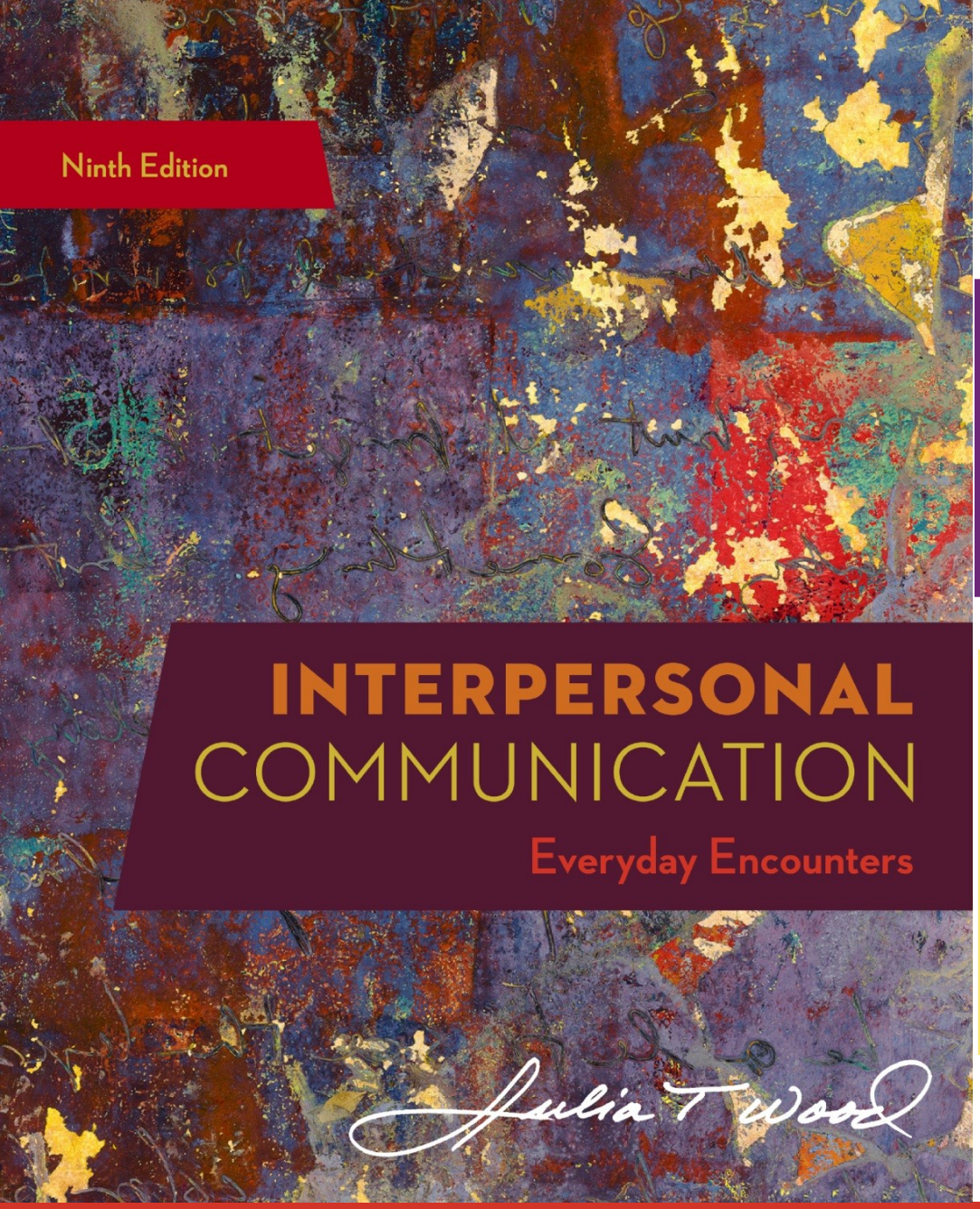

Chapter ONE

A FIRST LOOK AT INTERPERSONAL COMMUNICATION

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The Interpersonal Imperative (1 of 3)

Why do humans communicate?

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The Interpersonal Imperative (2 of 3)

- Psychologist William Schutz (1966) developed interpersonal needs theory, which asserts that we create and sustain relationships to meet three basic needs.
- Expanding on Schutz's ideas, Abraham Maslow (1968) proposed that we communicate to meet a range of human needs.

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The Interpersonal Imperative (3 of 3)

- Maslow's Hierarchy of Needs:
  - Physical needs
  - Safety and protection needs
  - Belonging needs
  - Self-esteem needs
  - Self-actualization needs

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Participating Effectively in a Diverse Society

- The likelihood of meeting our needs depends on our ability to participate effectively in a very diverse social world.
- We need to understand and learn from others who differ from us.

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Definition of Interpersonal Communication

“a distinct type of interaction between people”

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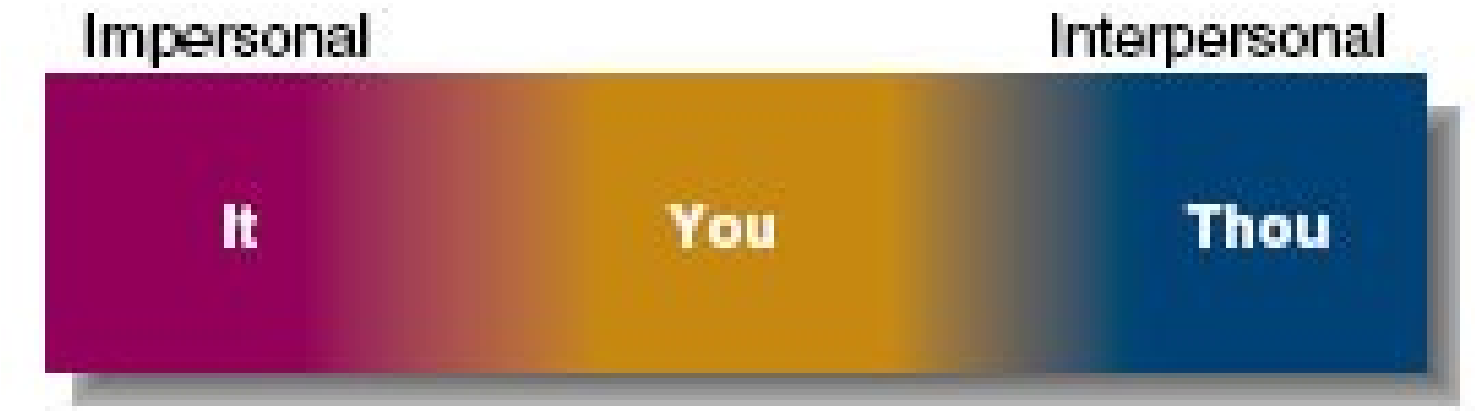
A Communication Continuum

- I–It communication
- I–You communication
- I–Thou communication



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Features of Interpersonal Communication (1 of 2)

- Selective
- Systemic
  - Systems include:
    - physiological noise
    - physical noise
    - psychological noise
    - semantic noise
- Processual

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Features of Interpersonal Communication (2 of 2)

- Personal knowledge
- Meaning creating
  - Content meaning
  - Relationship meaning
    - Responsiveness
    - Affection
    - Power

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Models of Interpersonal Communication

- Linear models
- Interactive models
- Transactional models

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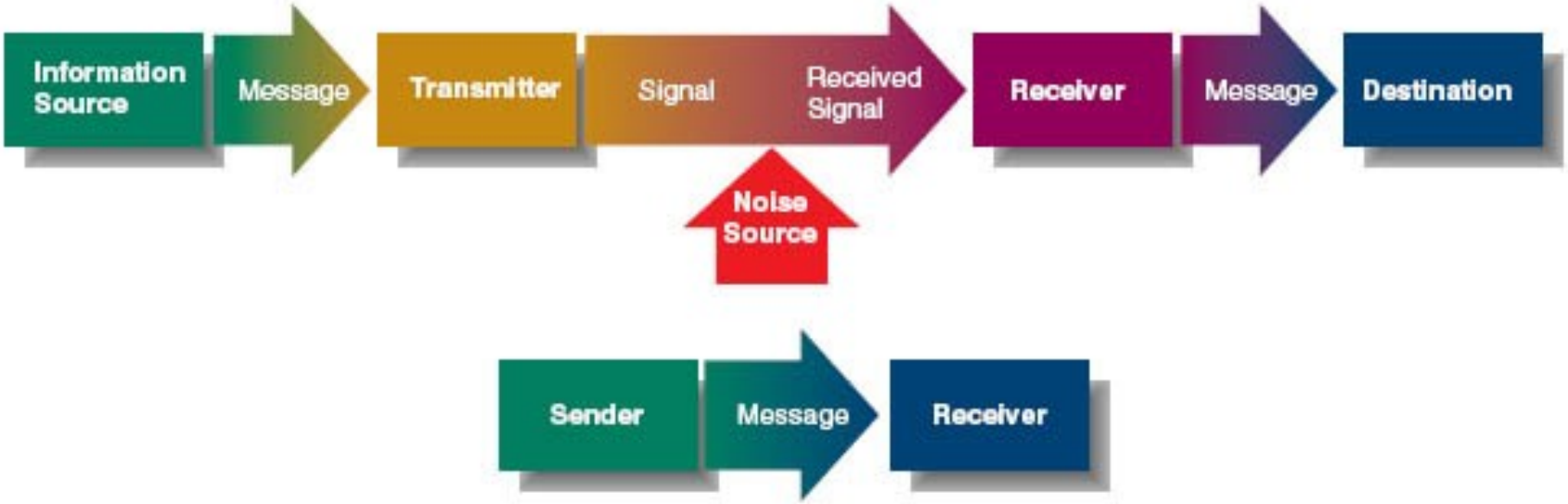
Linear Models

- Depict communication as a one-way process in which one person acts on another.



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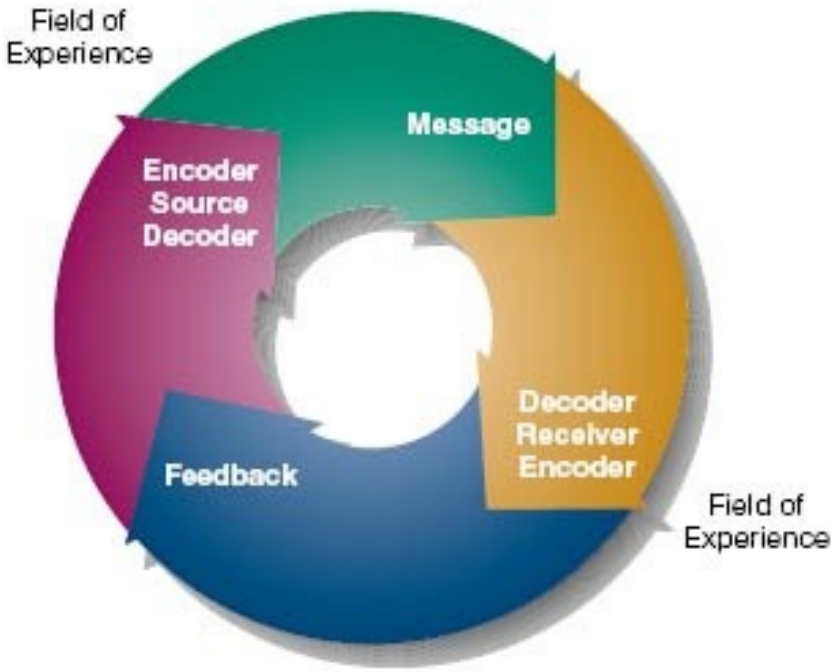
Interactive Models

- Add the idea that communication is a process in which listeners give feedback.



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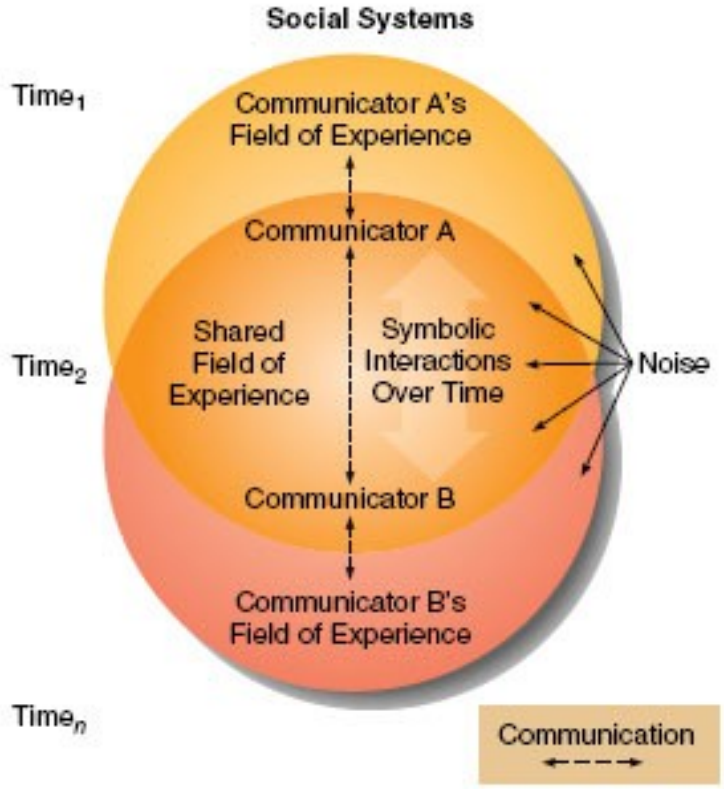
Transactional Models

- Emphasize the dynamism of interpersonal communication and the multiple roles people assume during the process
- Include the feature of fields of experience
- Includes the feature of time



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Principles of Interpersonal Communication (1 of 2)

- We cannot not communicate.
- Interpersonal communication is irreversible.
- Interpersonal communication involves ethical choices.
- People construct meanings in interpersonal communication.
- Metacommunication affects meaning.

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Principles of Interpersonal Communication (2 of 2)

- Interpersonal communication develops and sustains relationships.
- Interpersonal communication is not a panacea.
- Interpersonal communication effectiveness can be learned.

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Interpersonal Communication & Social Media

- Human needs are satisfied by social media in much the same way as they are in face-to-face interaction.
- Social networking sites are a major source for satisfying our needs for belonging and self-esteem.
- Online communication has evolved and will continue evolving over time.

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Guidelines for Interpersonal Communication Competence

- Interpersonal communication competence:
  - The ability to communicate effectively, appropriately, and ethically
  - Develop a range of skills
  - Adapt communication appropriately
  - Engage in dual perspective
  - Monitor your communication
  - Commit to ethical communication

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Interpersonal Communication Success

Competent interpersonal communicators interact in ways that are effective, appropriate, and ethical.

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